Vaccine Returns

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Please Read Prior to Conducting a Vaccine Return

Vaccines may need to be returned to the manufacturer (i.e. vaccine that has expired, vaccine involved in a temperature excursion that resulted in nonviable vaccines, vaccine left out of the unit that is no longer viable, etc.)

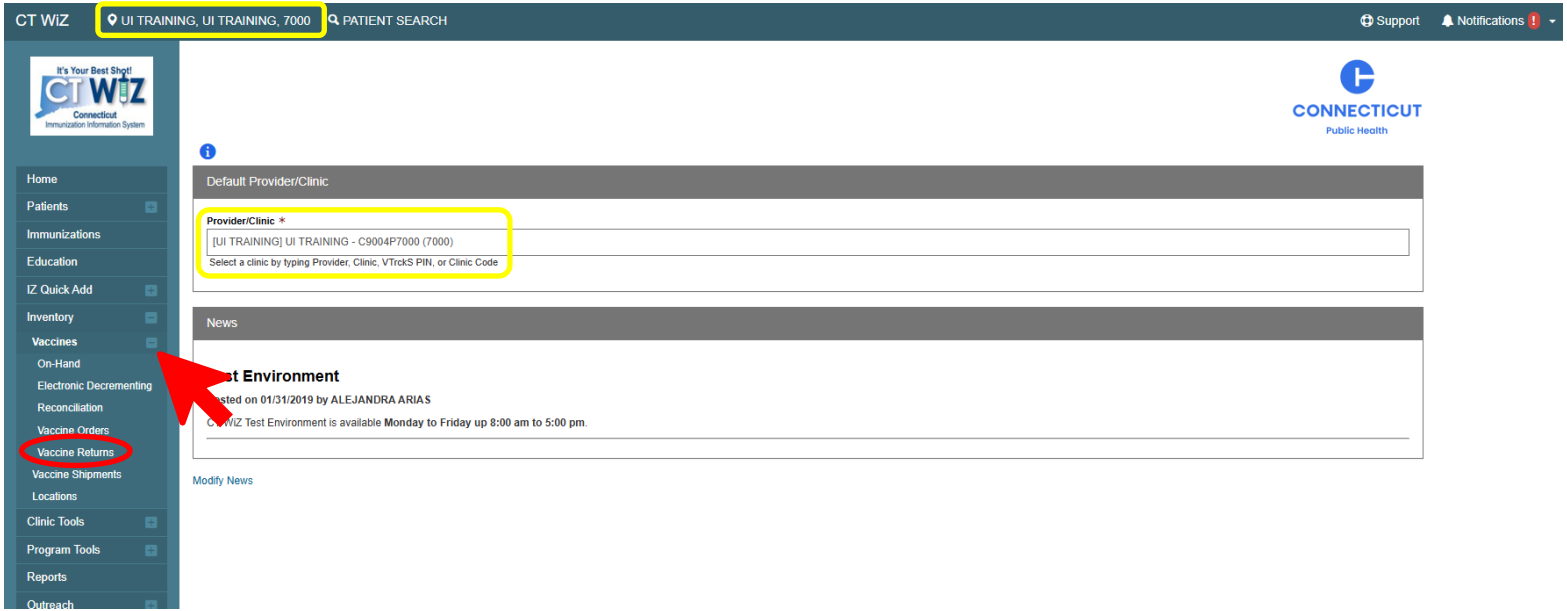
If you need to return vaccine, start by entering the information in CT WiZ. Once the return is approved, you will receive a shipping label from McKesson (e-mail sent from UPS) to return the vaccine.

According to VFC regulations, all expired vaccines should be removed from your storage unit upon expiration date and accounted for in CT WiZ.

Returns and adjustments are **two separate actions**,
and both should not be completed for the same vaccine.
Visit our website for more information on which process applies to your vaccine.

Create a Return

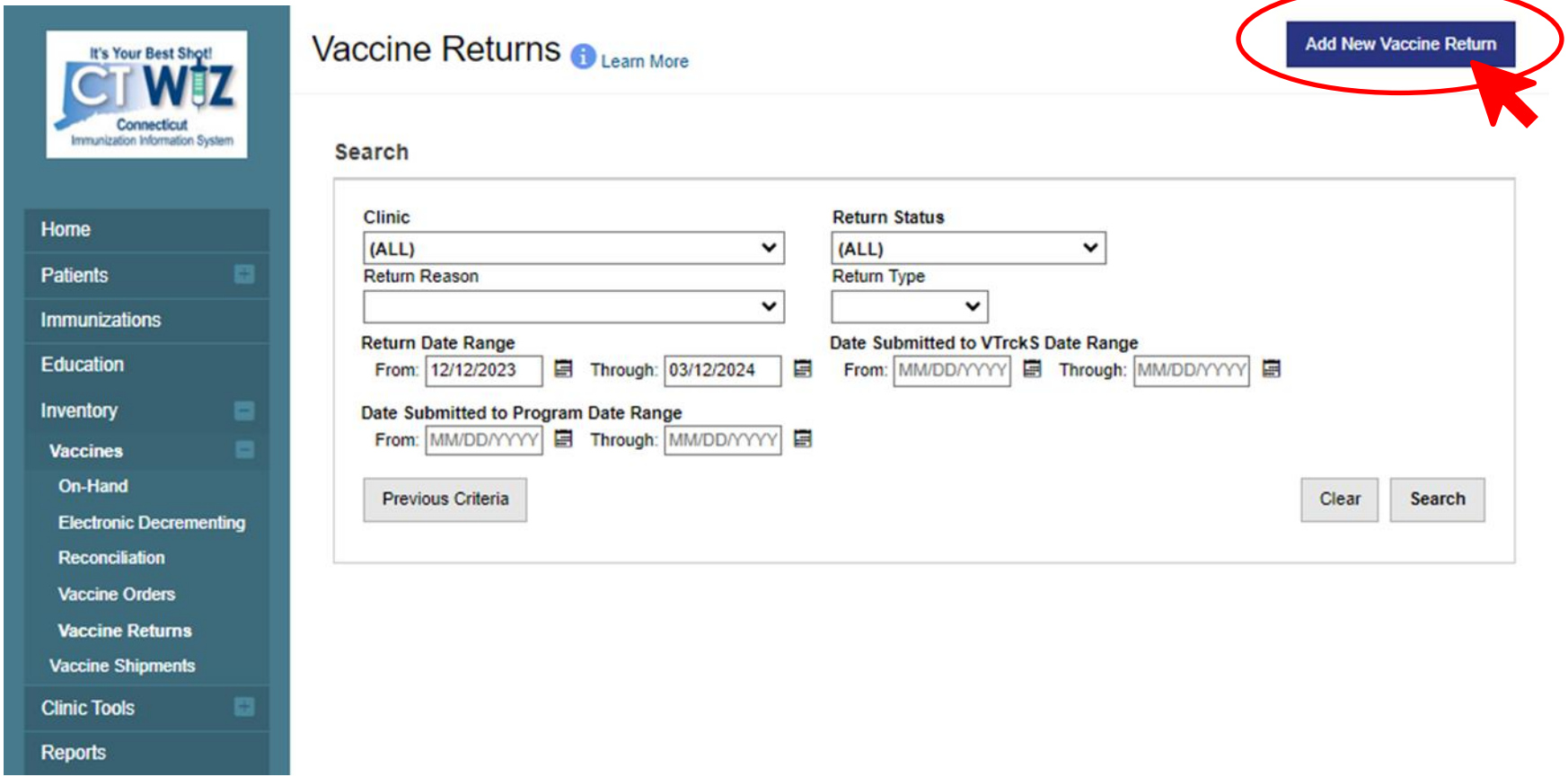
Create a Return



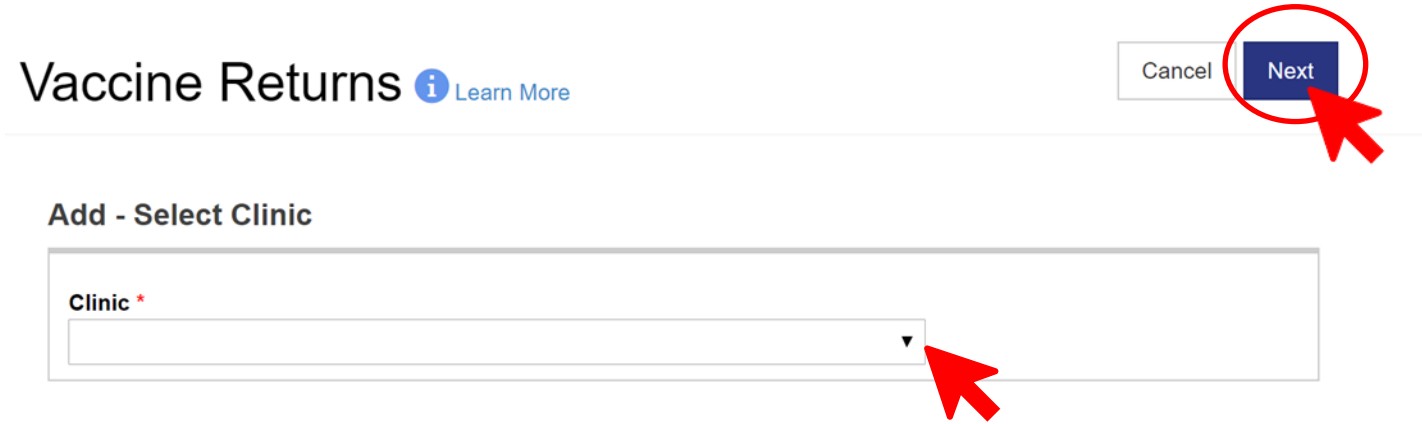
The inventory module is only available to the primary and backup vaccine coordinator. Clinic staff will not have access to this module.

Ensure you are working in the correct clinic if you are associated to multiple clinics. The clinic you are working in will be displayed under the provider/clinic search bar, as well as the top of the page in the blue banner.

Create a Return



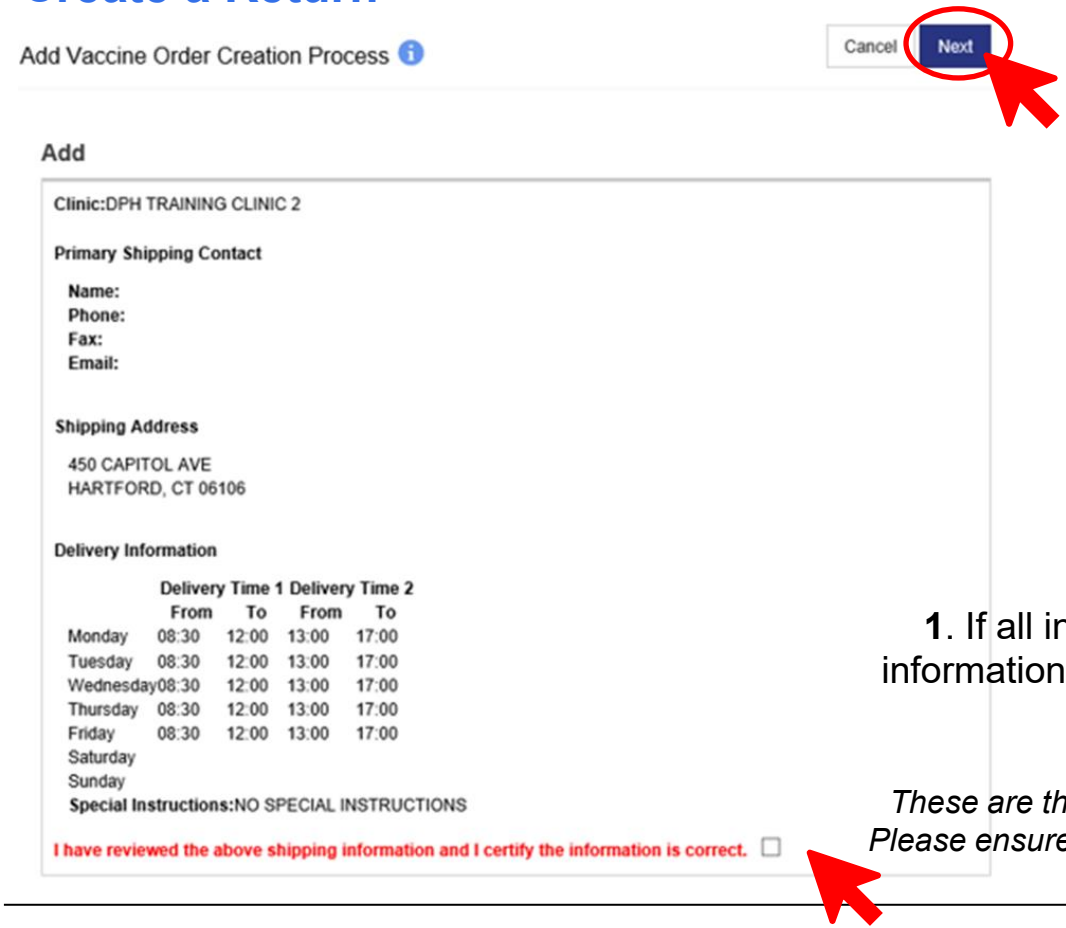
Create a Return



2. Click next to proceed with the return

1. Select the clinic you would like to create a return for. This dropdown list will include all the clinics in which you are associated

Create a Return

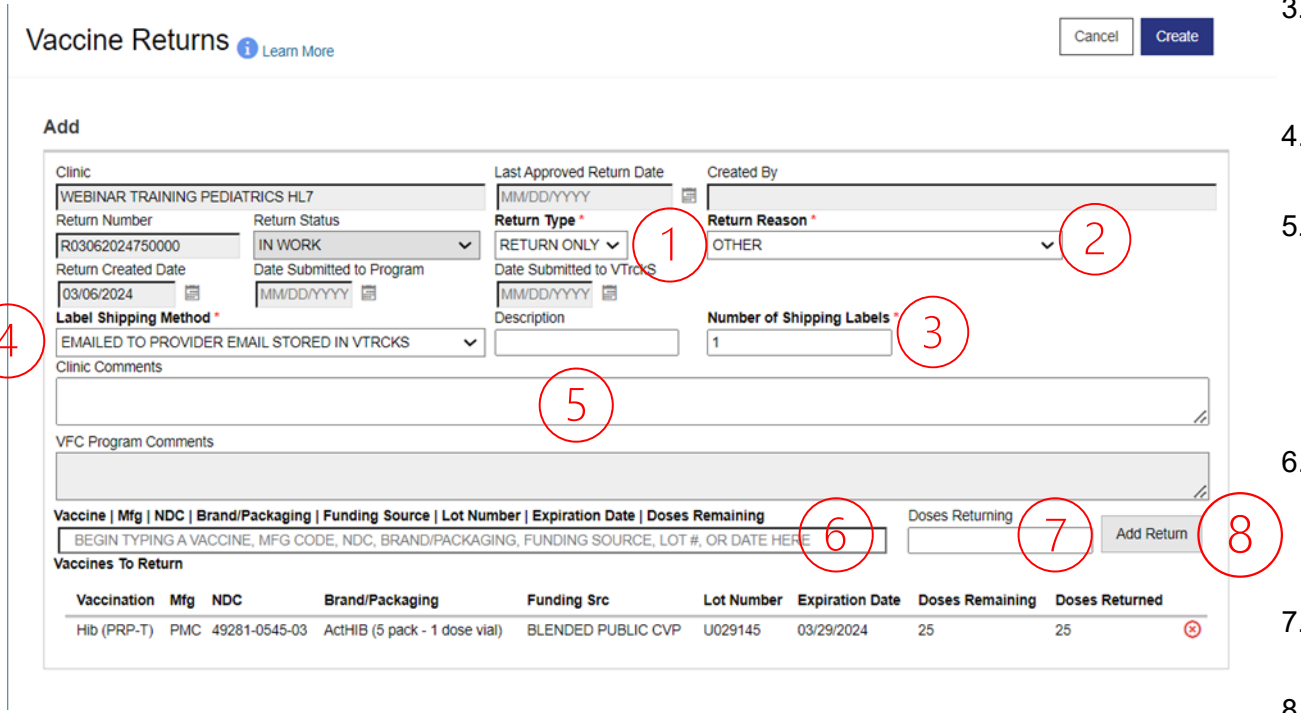


2. Click next to proceed with the return.

1. If all information is correct, check the box. If the information is incorrect, return to your clinic information screen to update.

These are the hours your clinic is allowing delivery of vaccines. Please ensure these hours are updated around holidays and days your office is closed!

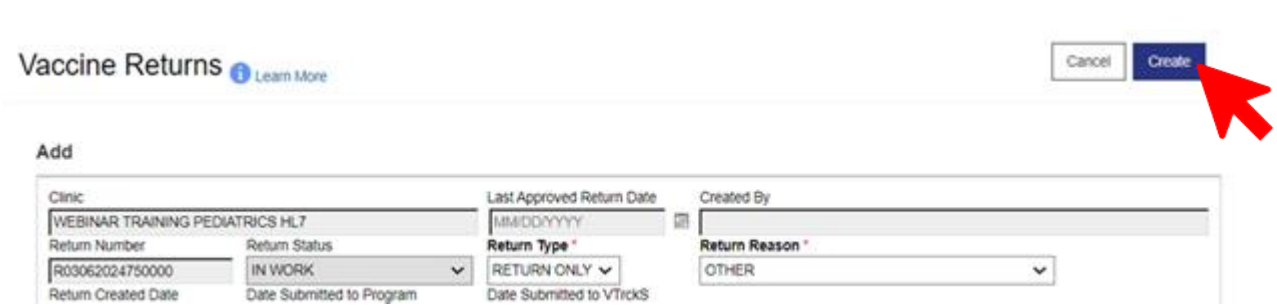
Create a Return



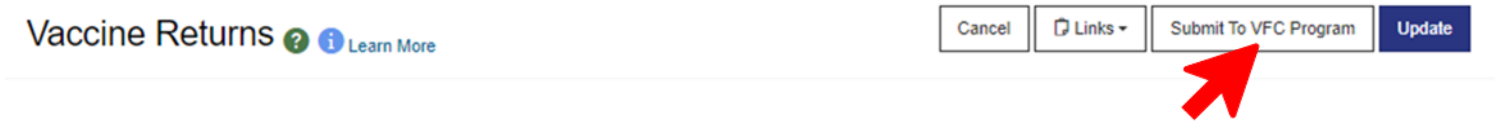
1. Choose **RETURN ONLY**.
2. Select a **Return Reason**.
3. Enter the number of shipping labels needed (usually 1 label is enough).
4. Choose email for your method of receiving the return label.
5. Enter your spoilage letter under the **Clinic Comments** section. (This will be reviewed by the DPH VFC Coordinator. If it is missing, it will be rejected.)
6. Choose the **Vaccine to Return** - Begin typing Vaccine, NDC, Brand, or Lot Number. Make sure you select the correct lot number.
7. Enter the number of doses being returned.
8. Click **Add Return.**

Repeat steps 6-8 for other vaccines to be returned.

Create a Return



1. Click Create to save your return. This **does not** submit the return to DPH.

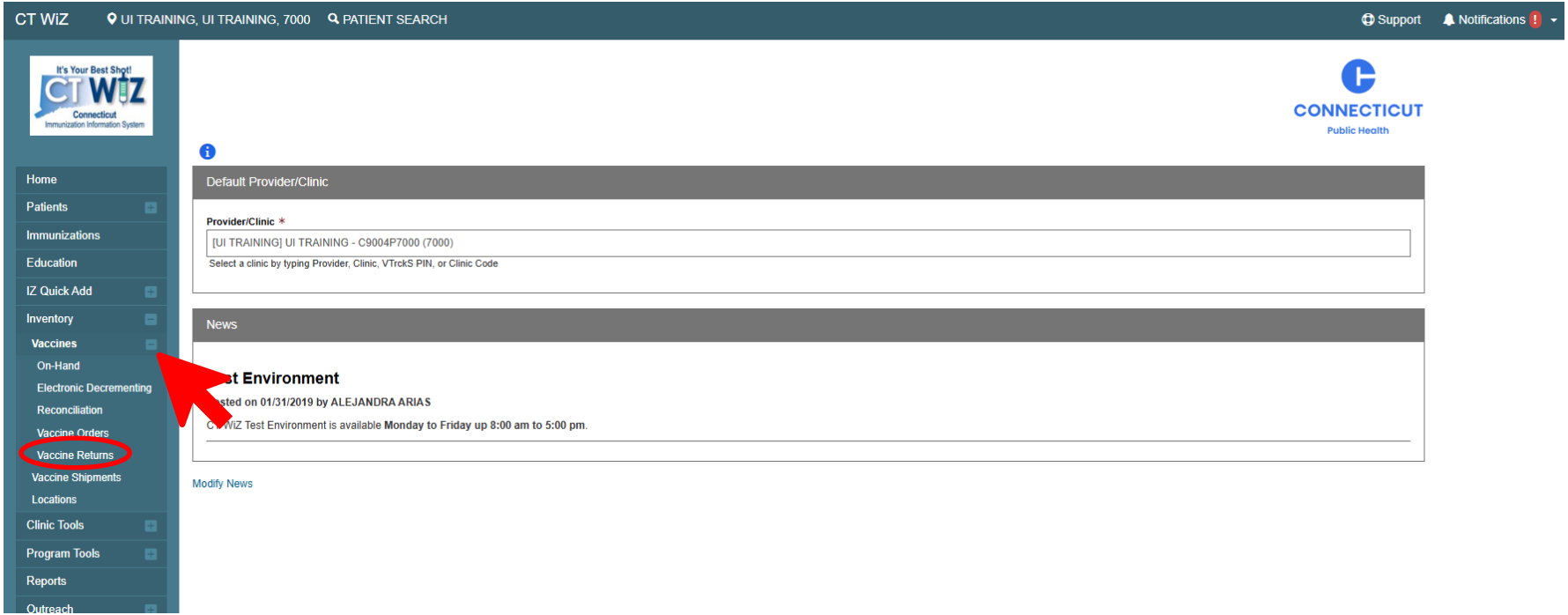


2. Once you click Create and save your return, the Submit to VFC Program will appear. If you have completed your return, click here. This **will** submit your return to DPH.

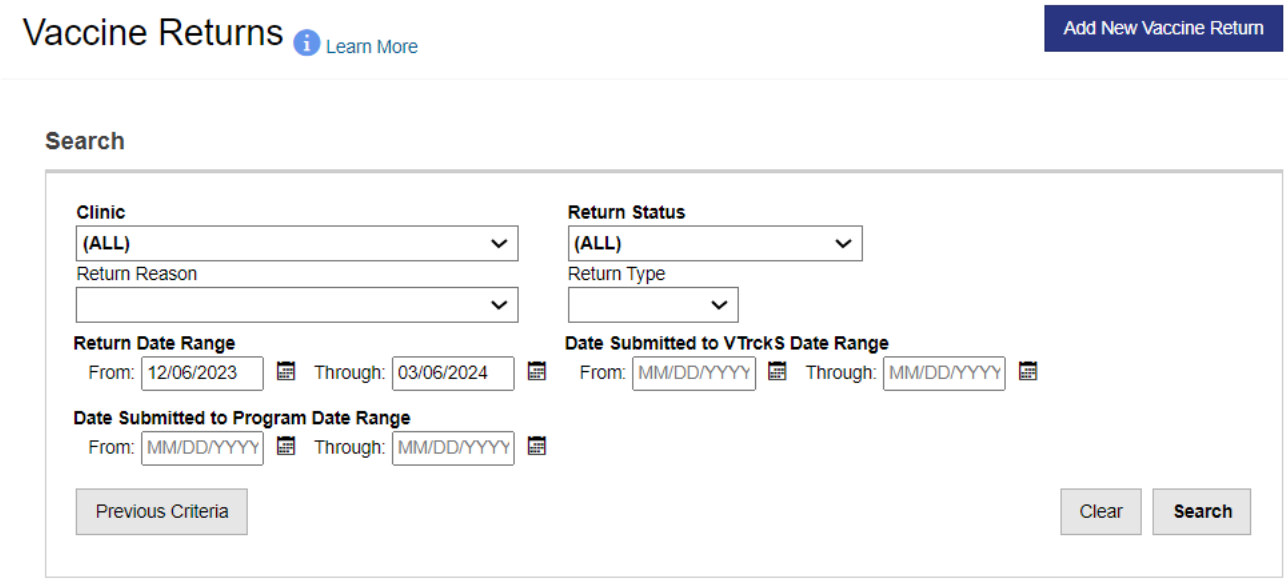
If you make any changes, click update to save changes.

Track a Return

Tracking a Return



Track a Return

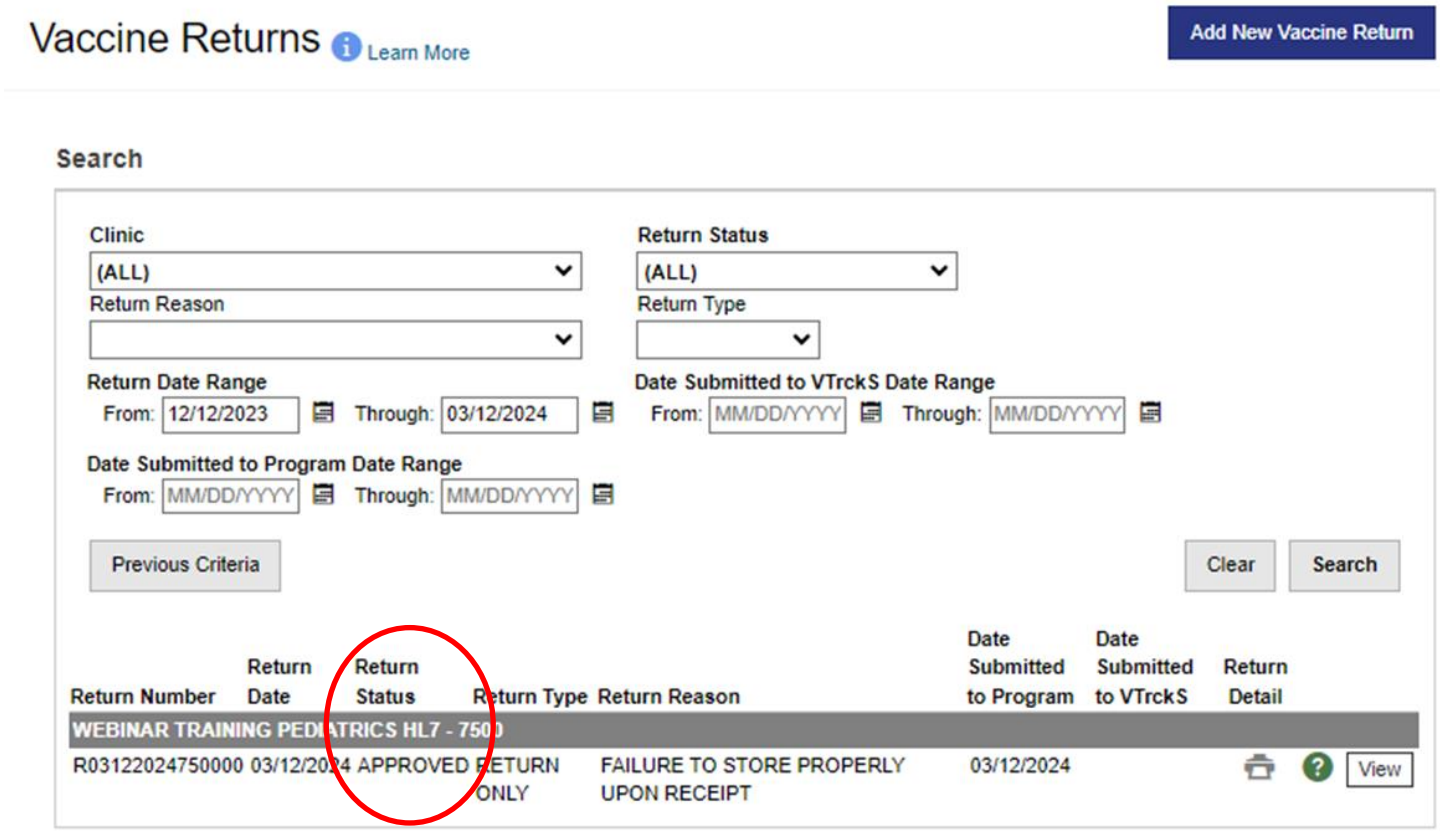


You can select the following fields to narrow your search for orders by:

- Clinic
- Return status: In Work (not submitted for approval), Submitted for Approval, Rejected, Approved.
- Return reason
- Return date range, date submitted to VTrckS date range, or date submitted to program date range.

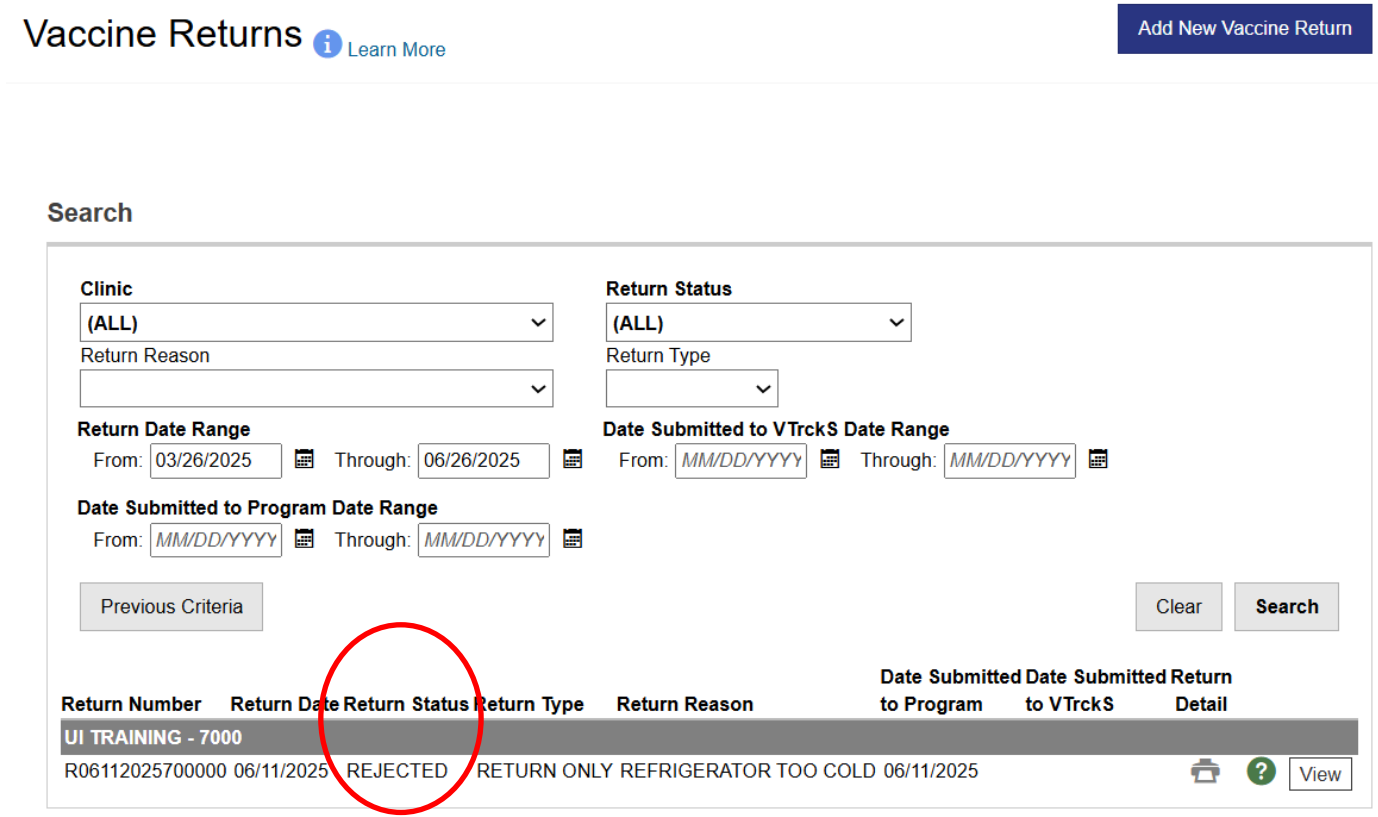
Click **Search** once your search criteria has been entered.

Track a Return



An example of an **approved** return

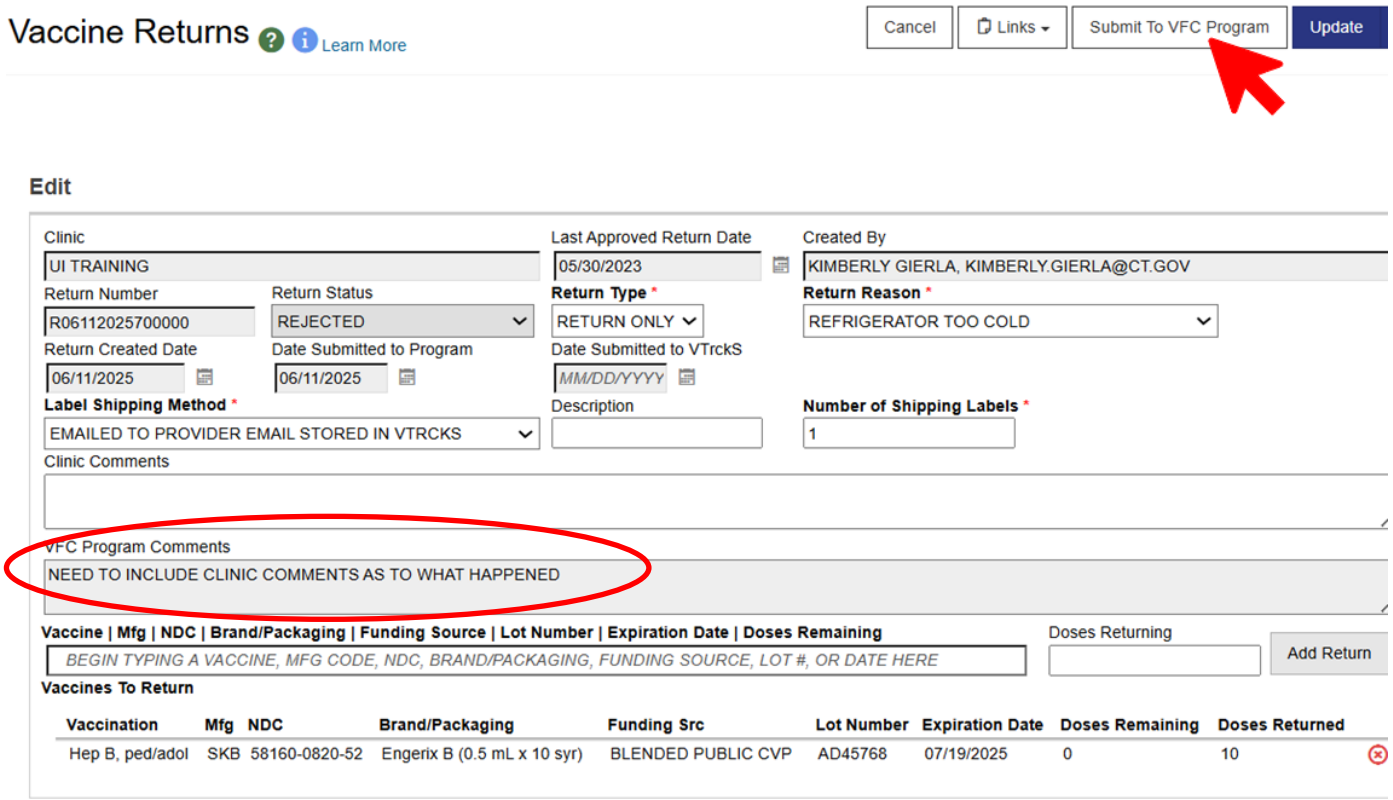
Track a Return



An example of a **rejected** return

Edit a Return

Edit a Return



If your return has been rejected, the reason will be under the VFC Program Comments.

You can make the necessary changes and resubmit the return to DPH.

How To Get Help

How to Get Help

- Visit the CT WiZ Training webpage for numerous trainings.
- Click on the "i" icon located at the top of CT WiZ pages to get a description of t he screens.
- Click on the "Learn More" on top of some pages in CT WiZ to see short "How To" videos.
- Submit a help desk ticket at: https://dph-cthelpdesk.ct.gov/ select Immunizations (CT WiZ) and the applicable category, topic, and sub-topic.